

## Applications for accreditation - Known Issues

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### A dropdown menu is empty and/or the navigation menus for changing page do not work.

Please ensure that **JavaScript is enabled in your browser**. Below you will find brief guidance on how to enable JavaScript in the most commonly used browsers. More detailed guidance, including screenshots and in some cases multilingual advice, can be found in your browser's help files, on your browser supplier's support webpages or by running an internet search on the phrase 'How to enable JavaScript in your browser'.

#### Windows Internet Explorer

- (i) Navigate to the menu option:  
Tools | Internet Options | Security | Custom level | Security Settings – Internet Zone | Scripting
- (ii) Enable '**Active Scripting**'.
- (iii) click on the 'OK' button to close 'Internet Options'.
- (iv) Click on the 'Refresh' button of the web browser to refresh the page.

#### Mozilla Firefox

- (i) Navigate to the menu option:  
Options | Content
- (ii) Check the '**Enable JavaScript**' checkbox.
- (iii) In the opened 'Options' window click on the 'OK' button to close it.
- (iv) Click on the 'Reload current page' button of the web browser to refresh the page.

#### Google Chrome

- (i) Navigate to the menu option:  
Customize and control Google Chrome | Settings | Show advanced settings | Privacy | Content settings | JavaScript
- (i) Select '**Allow all sites to run JavaScript (recommended)**'.
- (ii) Click on the 'OK' button to close it.
- (iii) Close the 'Settings' tab.
- (iv) Click on the 'Reload this page' button of the web browser to refresh the page.

#### Apple Safari

- (i) Navigate to the menu option:  
Edit | Preferences | Security | Web content
- (ii) Check the '**Enable JavaScript**' checkbox.
- (iii) Click on the 'Reload the current page' button of the web browser to refresh the page.

#### Opera (v.10 and above)

- (i) Navigate to the menu option:  
Menu | Settings | Quick preferences
- (ii) Check the '**Enable JavaScript**' checkbox.
- (iii) Click on the 'Reload' button of the web browser to refresh the page

## Printing problems

Make sure you have consulted the guidance on printing found in the User Guide.

Remember to use the application system's *Print* button to launch the print and not the print button of your web browser.

If a blank document is displayed in the print window instead of your application, press "F5" on your keyboard in order to refresh the page.

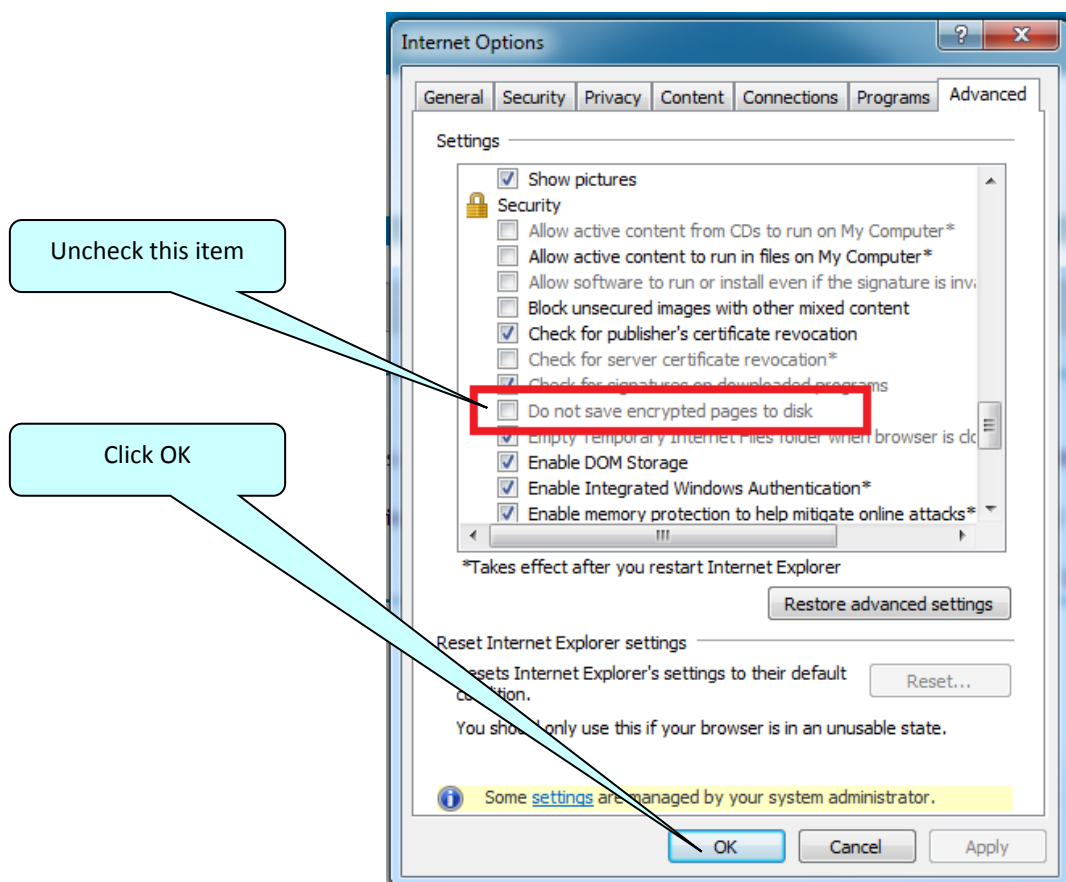
If you are still encountering printing problems, please check the following settings on your browser:

- a) Is your browser's pop-up blocker turned on? If it is turned on, either
- turn it off, or
  - leave it turned on but define the website address of the application system as an exception to the pop-up blocker.

Consult your browser's help files or your browser supplier's support webpages if you require assistance with changing your pop-up blocker settings.

- b) Is JavaScript enabled on your browser? Please consult the issue above for further details.

- c) If you are using Windows Internet Explorer, ensure that your settings **ALLOW encrypted pages to be saved to disk**. The option for managing this setting is found through the menu path *Tools | Internet Options | Advanced | Security*:



**Problems entering special characters such as ä, ö, ü, into an application.**

You may encounter this problem if you have prepared your text in an external application which does not use the UTF-8 codification. When you subsequently copy and paste your text into the online application form, some characters are not recognised. The solution is to type the unrecognised special characters directly into the online application form.

**Error when changing the interface language**

If you use the *Check* function, see displayed the notification of a content error and then immediately change the interface language of the application system, you may witness the following page error:

**Error 404--Not Found**

Click on the back button of your browser twice in succession to be returned to your application where you can make the required change to the interface language.